

FIG. 1

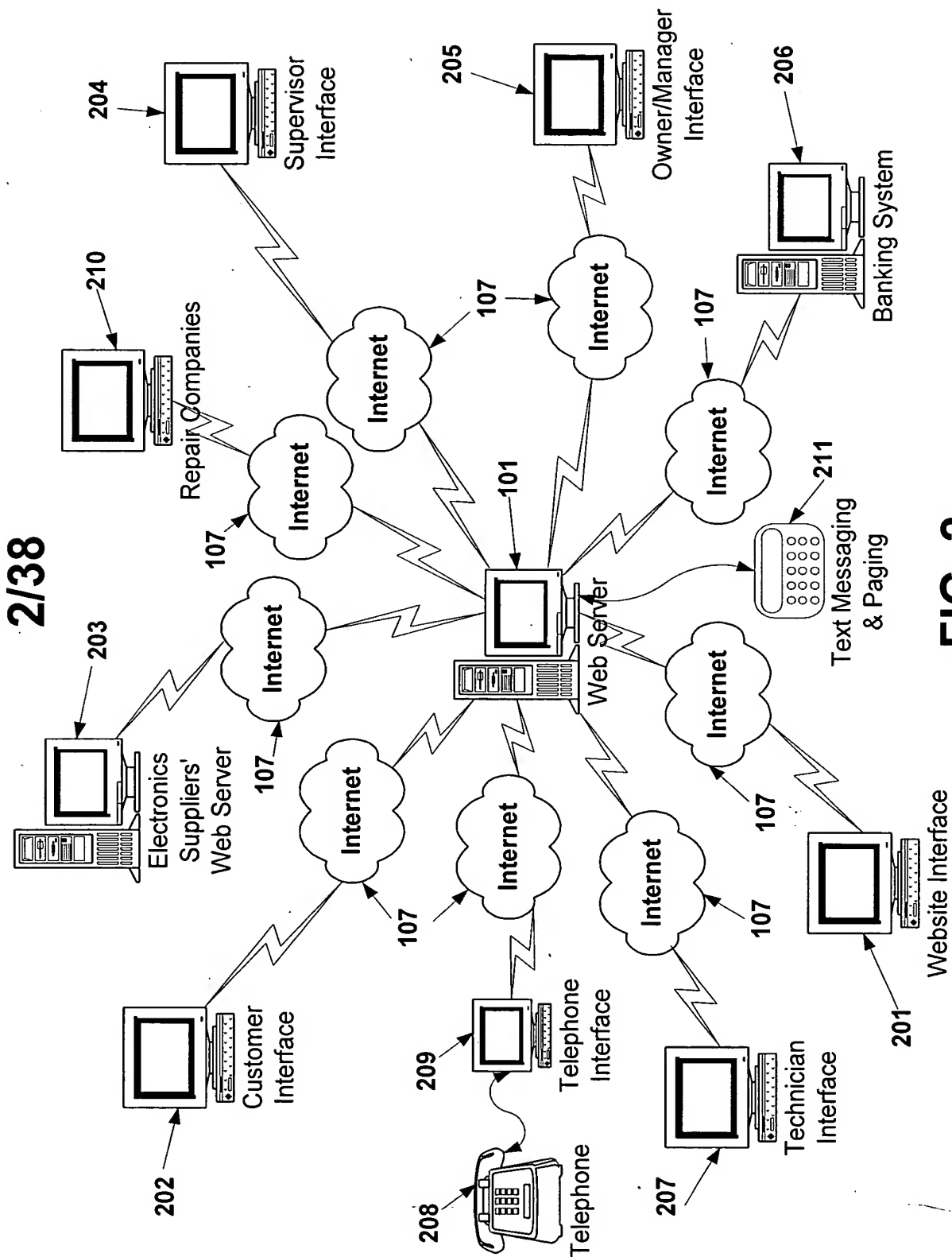


FIG. 2

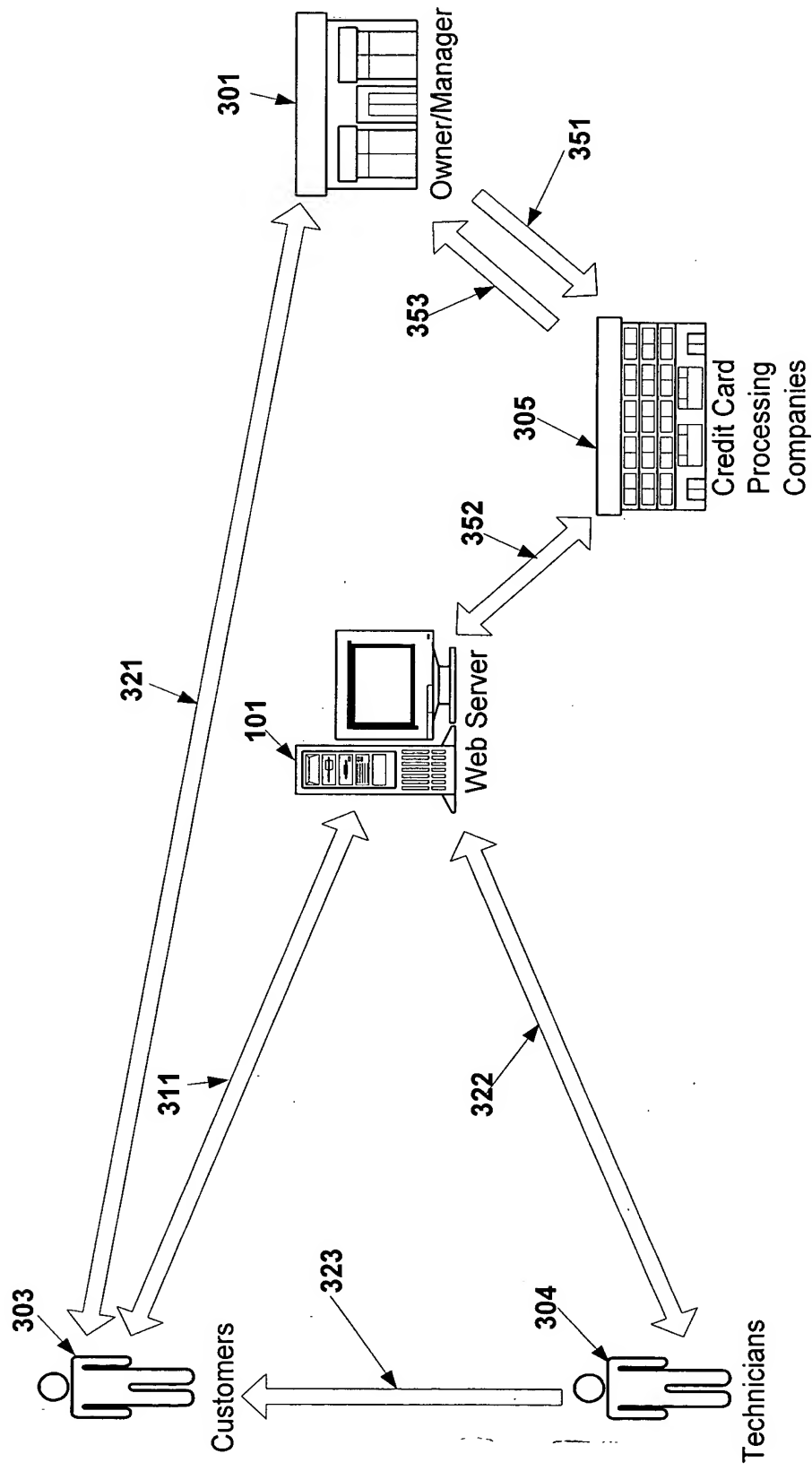


FIG. 3

4/38

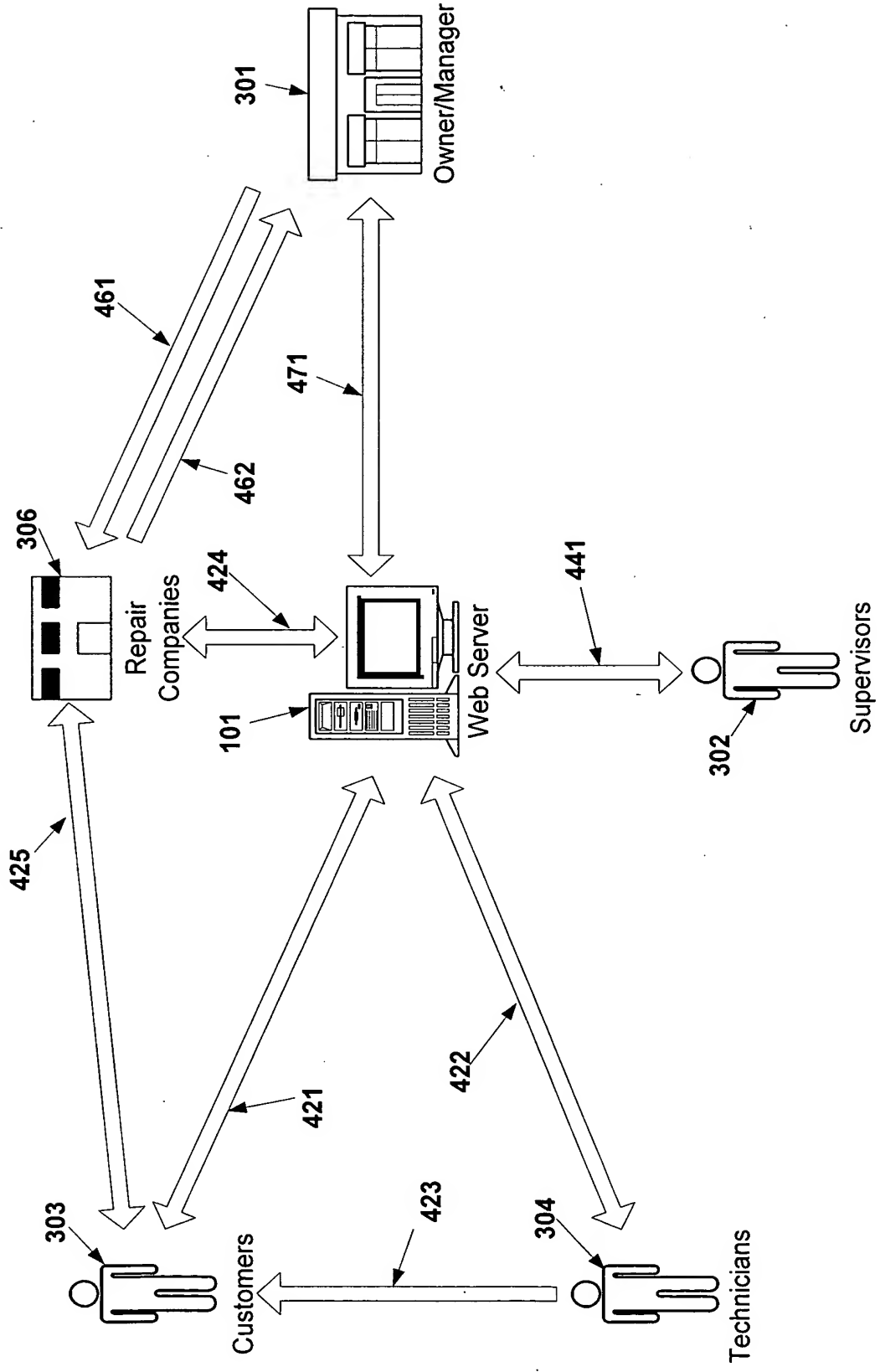


FIG. 4

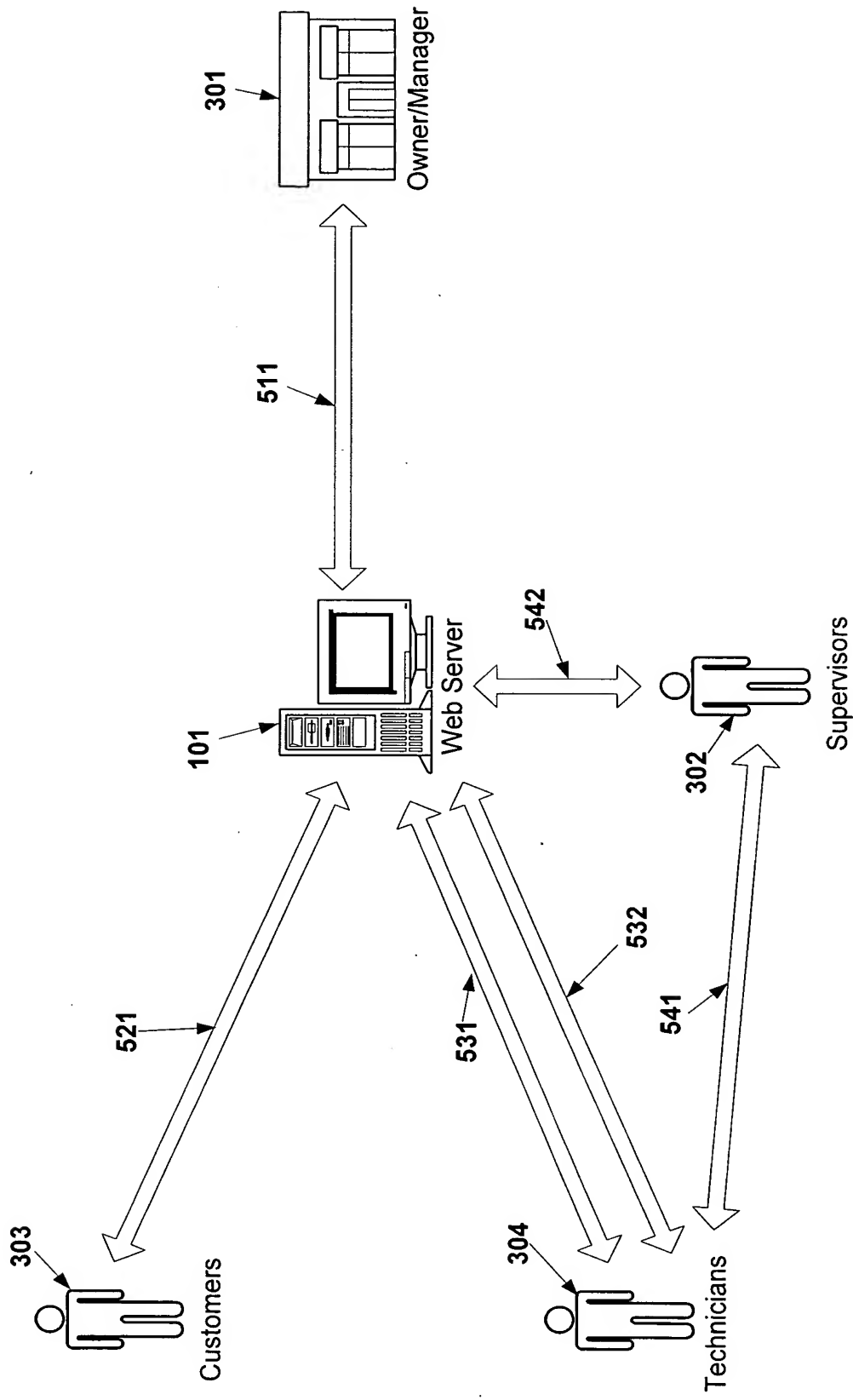


FIG. 5

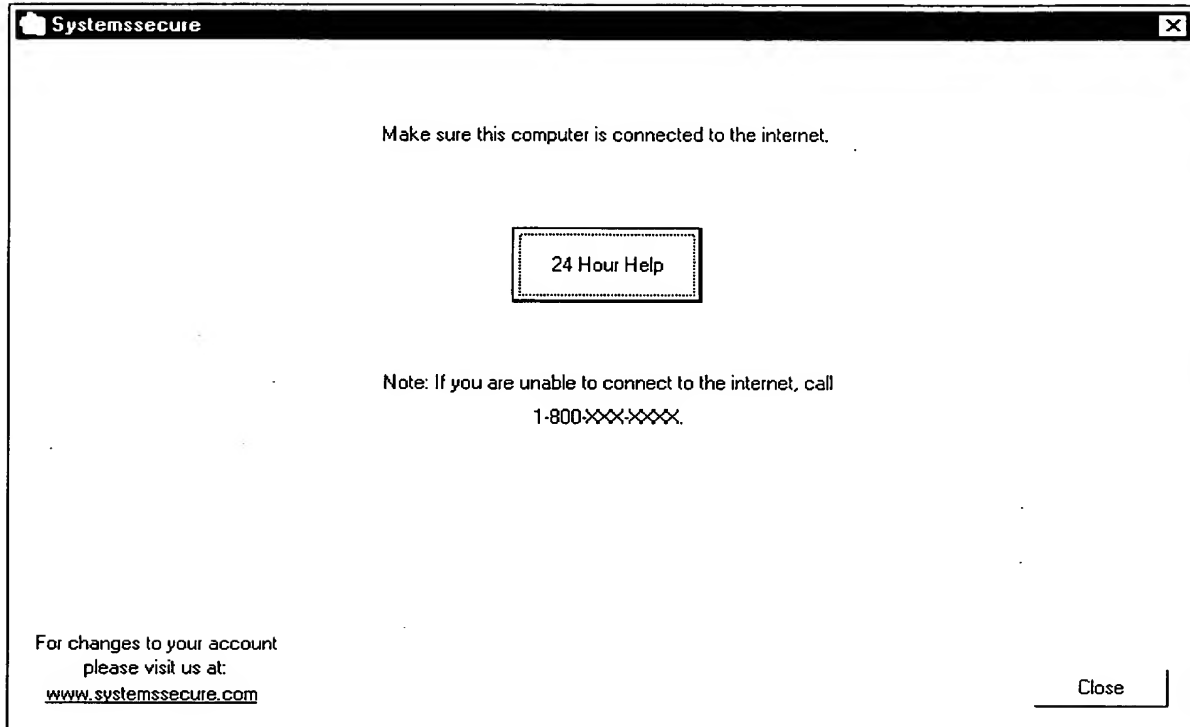


FIG. 6

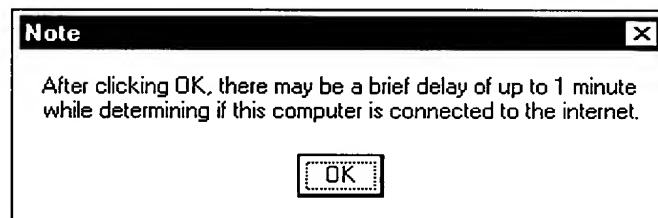


FIG. 7

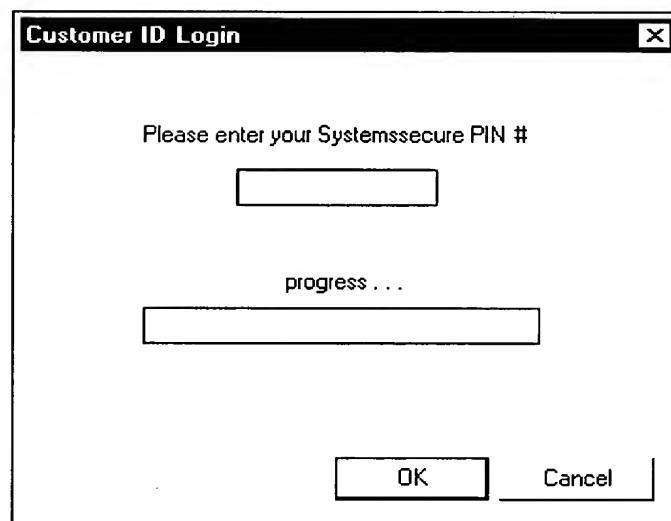
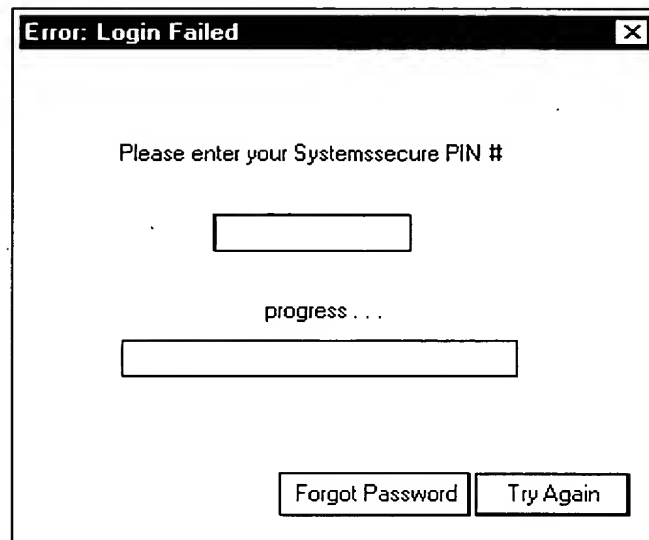
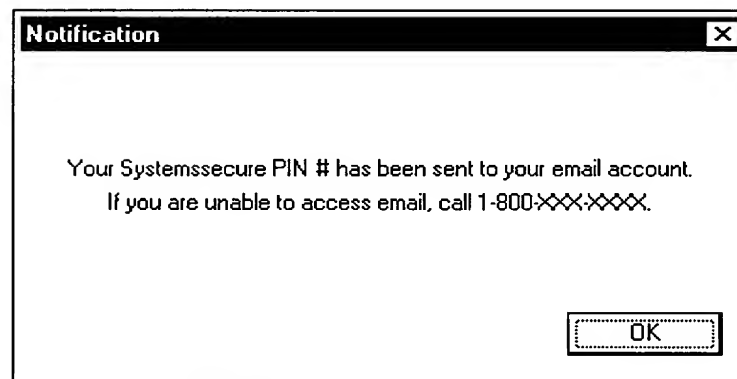


FIG. 8

**FIG. 9****FIG. 10**



Confirm Account Information [X]

Please confirm that all account information is correct.

Address

1234 North Heaven Way

Phoenix, AZ 85029

Email Address

jdoe@yahoo.com

Telephone Numbers

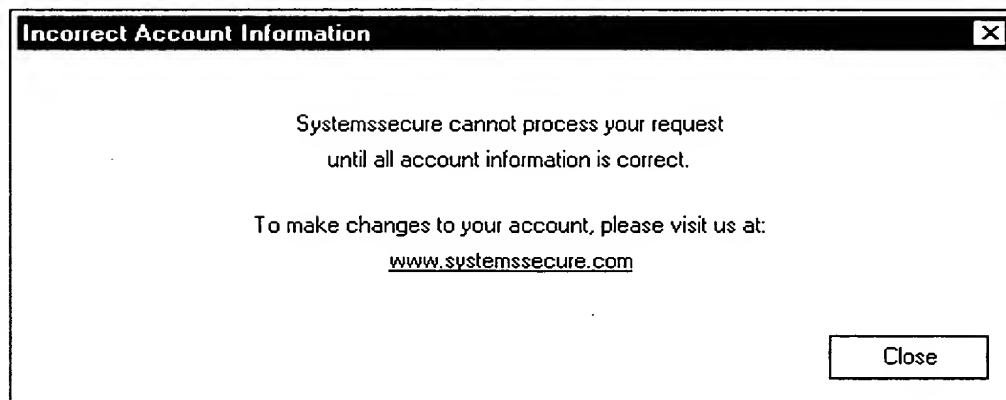
602-123-4567

602-987-6543

Correct Incorrect

This is a screenshot of a 'Confirm Account Information' dialog box. It has a title bar with the text 'Confirm Account Information' and a close button (X). The main content area contains a message: 'Please confirm that all account information is correct.' Below this, there are three sections of information to be confirmed: 'Address' with two input fields containing '1234 North Heaven Way' and 'Phoenix, AZ 85029'; 'Email Address' with one input field containing 'jdoe@yahoo.com'; and 'Telephone Numbers' with two input fields containing '602-123-4567' and '602-987-6543'. At the bottom right, there are two buttons: 'Correct' and 'Incorrect'.

FIG. 11



Incorrect Account Information [X]

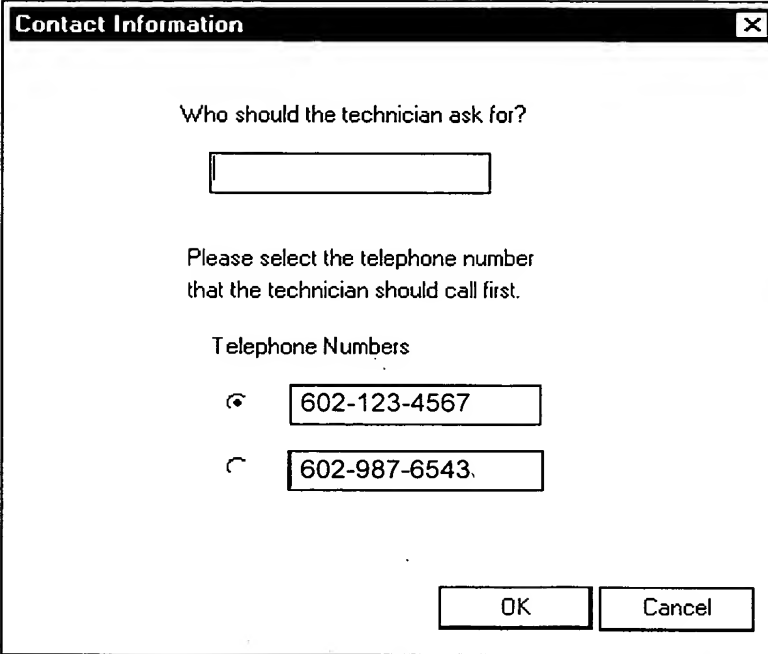
Systemsssecure cannot process your request
until all account information is correct.

To make changes to your account, please visit us at:
www.systemsssecure.com

Close

This is a screenshot of an 'Incorrect Account Information' dialog box. It has a title bar with the text 'Incorrect Account Information' and a close button (X). The main content area contains a message: 'Systemsssecure cannot process your request until all account information is correct.' Below this, there is a line of text: 'To make changes to your account, please visit us at:' followed by the URL 'www.systemsssecure.com'. At the bottom right, there is a single button labeled 'Close'.

FIG. 12



Contact Information [X]

Who should the technician ask for?

Please select the telephone number that the technician should call first.

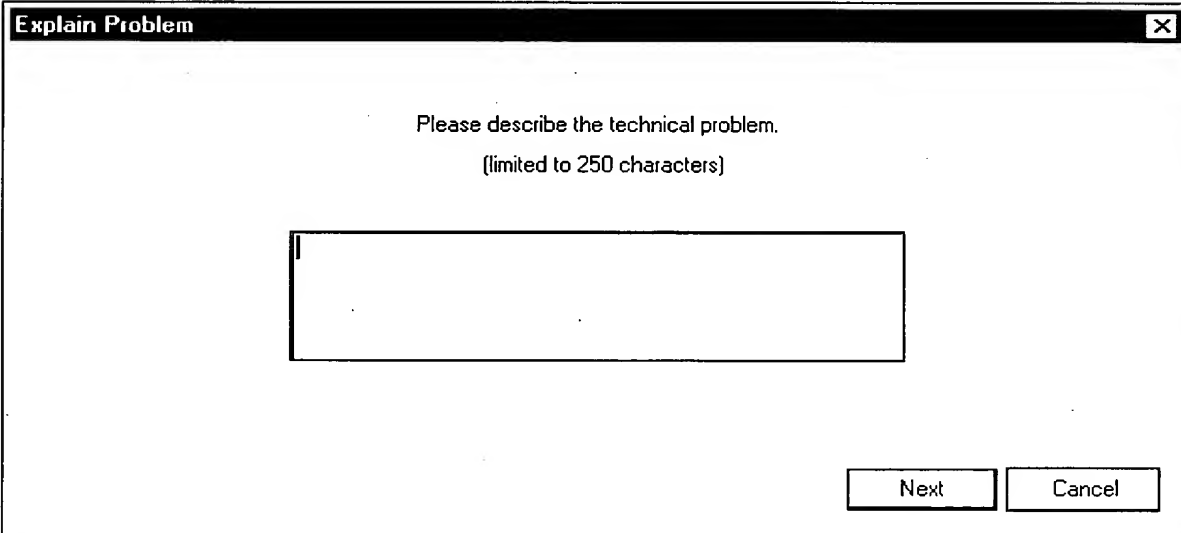
Telephone Numbers

☒ 602-123-4567

☐ 602-987-6543

OK Cancel

FIG. 13



Explain Problem [X]

Please describe the technical problem.
(limited to 250 characters)

Next Cancel

FIG. 14

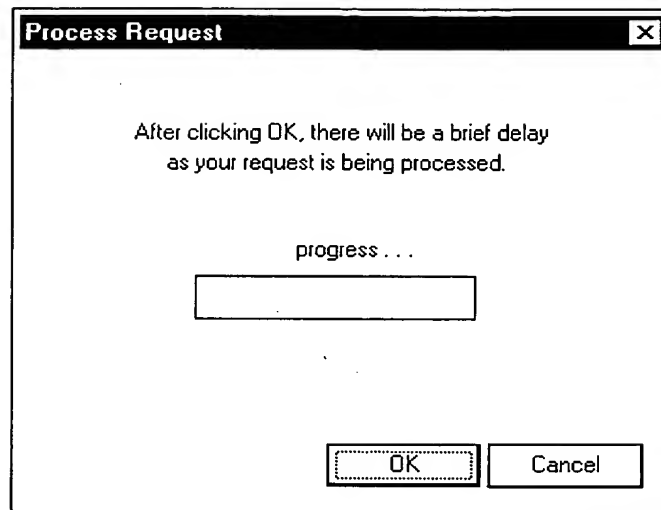


FIG. 15

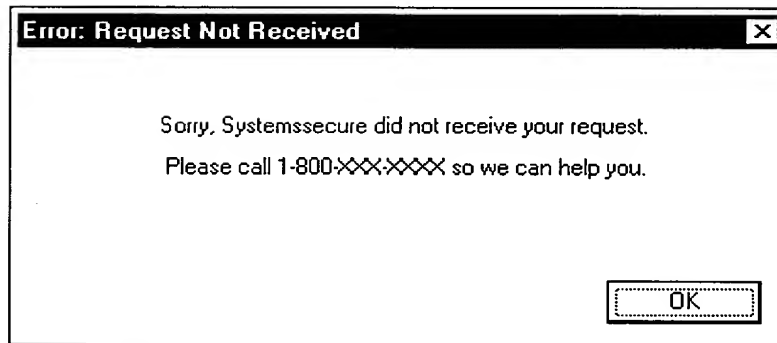


FIG. 16



FIG. 17

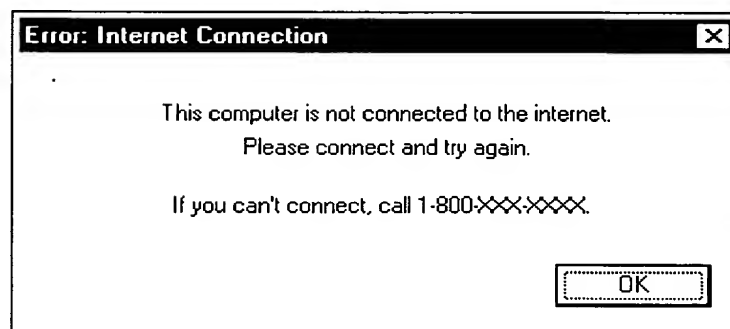


FIG. 18

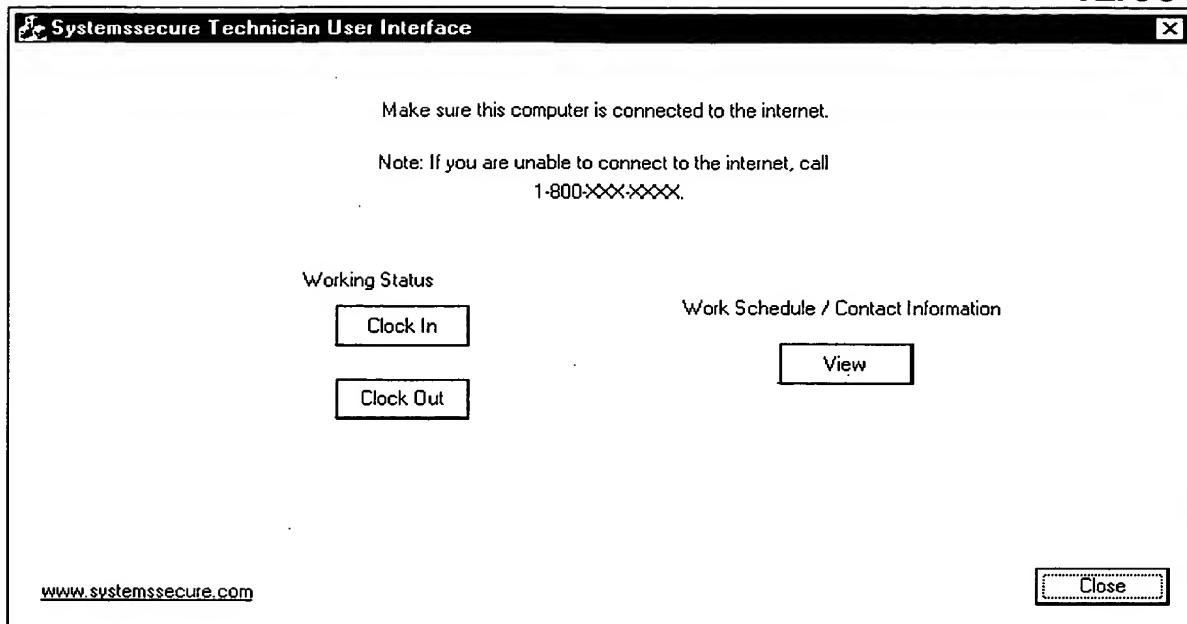


FIG. 19

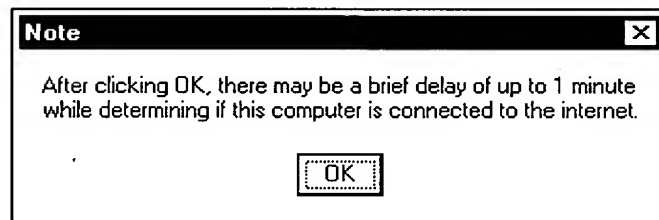


FIG. 20

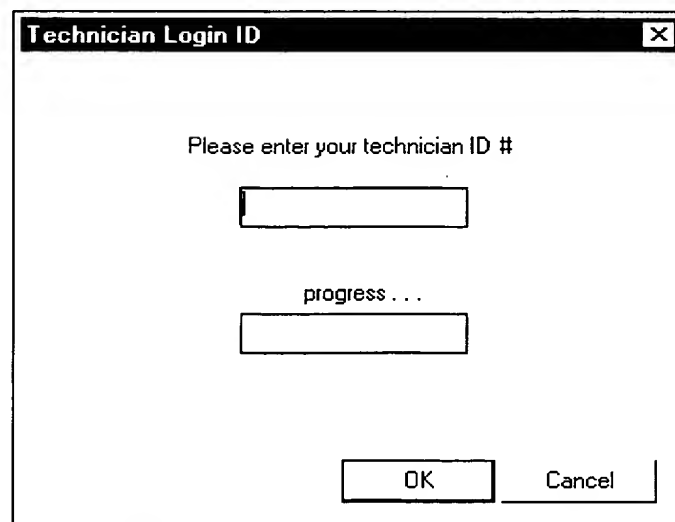
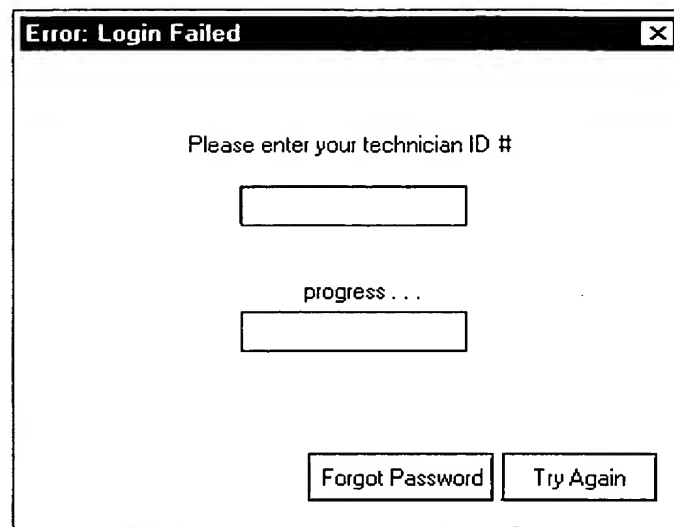


FIG. 21

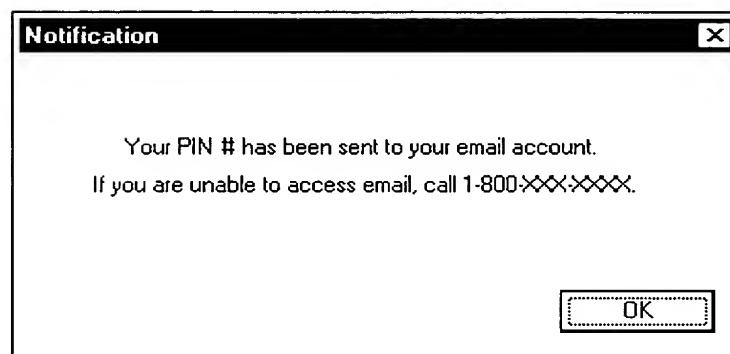


Error: Login Failed [X]

Please enter your technician ID #

progress . . .

This is a screenshot of a Windows-style dialog box titled "Error: Login Failed". It contains a text prompt "Please enter your technician ID #" followed by a single-line text input field. Below this is a label "progress . . ." followed by another single-line text input field. At the bottom, there are two buttons: "Forgot Password" and "Try Again".

FIG. 22

Notification [X]

Your PIN # has been sent to your email account.
If you are unable to access email, call 1-800-XXXX-XXXX.

This is a screenshot of a Windows-style dialog box titled "Notification". It contains two lines of text: "Your PIN # has been sent to your email account." and "If you are unable to access email, call 1-800-XXXX-XXXX." At the bottom right, there is an "OK" button.

FIG. 23

Schedule & Contact Information

Contact Information

***** CONTACT INFORMATION *****
 85249-SE-Chandler - neighborhood
 20:45:00 - 1/25/03 - last updated

John Doe
 (supervisor)
 602-123-4567 (home)
 602-987-6543 (cell)
 jdoe@systemssecure.com

Herbie Hide
 (assistant supervisor)
 602-123-4567 (home)
 602-987-6543 (cell)
 hh@systemssecure.com

Flance Wilcom
 (technician)
 602-123-4567 (home)
 602-987-6543 (cell)
 wilcom@systemssecure.com

Mesh Neger
 (technician)
 602-123-4567 (home)
 602-987-6543 (cell)
 mneger@systemssecure.com

Lance Whitaker
 (technician)
 602-123-4567 (home)
 602-987-6543 (cell)
 aaaaaaaaaa@systemssecure.com

Save

Schedule

***** SCHEDULE *****
 85249-SE-Chandler - neighborhood
 Sat, 22 Feb 2003 19:15:49 - time schedule was last changed

Sunday, February 09, 2003	5:27:28 PM	6:27:28 PM	John Doe
Sunday, February 09, 2003	5:32:13 PM	5:32:14 PM	Herbie Hide
Sunday, February 09, 2003	5:52:36 PM	6:52:36 PM	Flance Wilcom
Saturday, February 22, 2003	9:13:50 PM	11:13:50 PM	Herbie Hide

Save

Close

FIG. 24

Shift Start

Your work shift has begun.

Please ensure your cell phone and pager
 are fully charged, turned on, and with you at all times.

OK

FIG. 25



FIG. 26

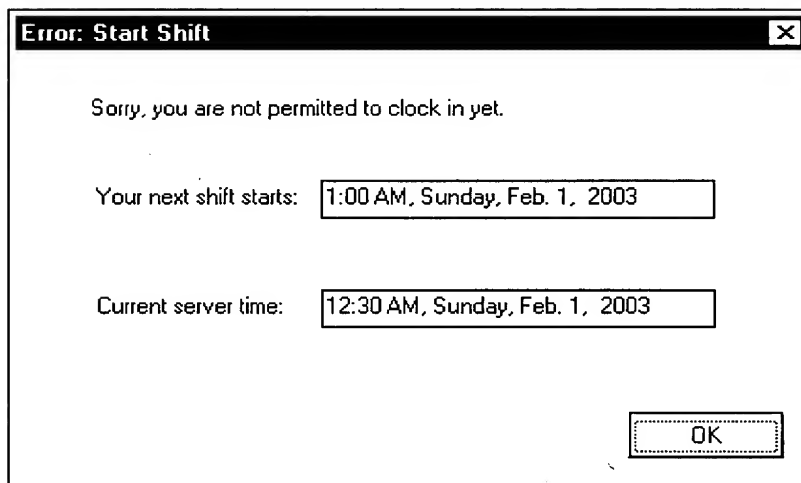


FIG. 27

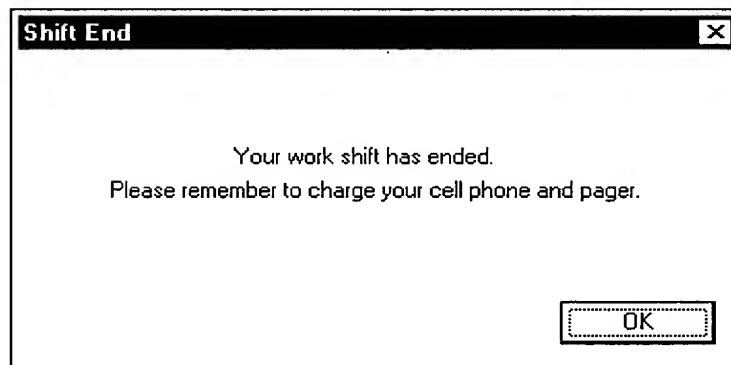


FIG. 28

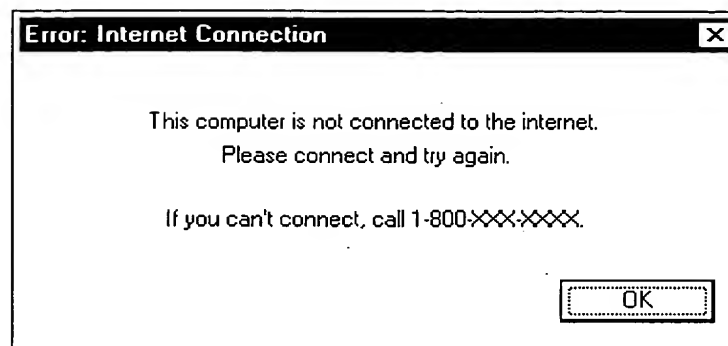


FIG. 29

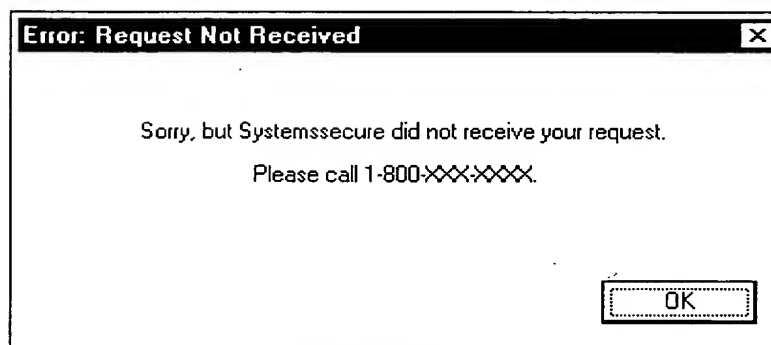


FIG. 30

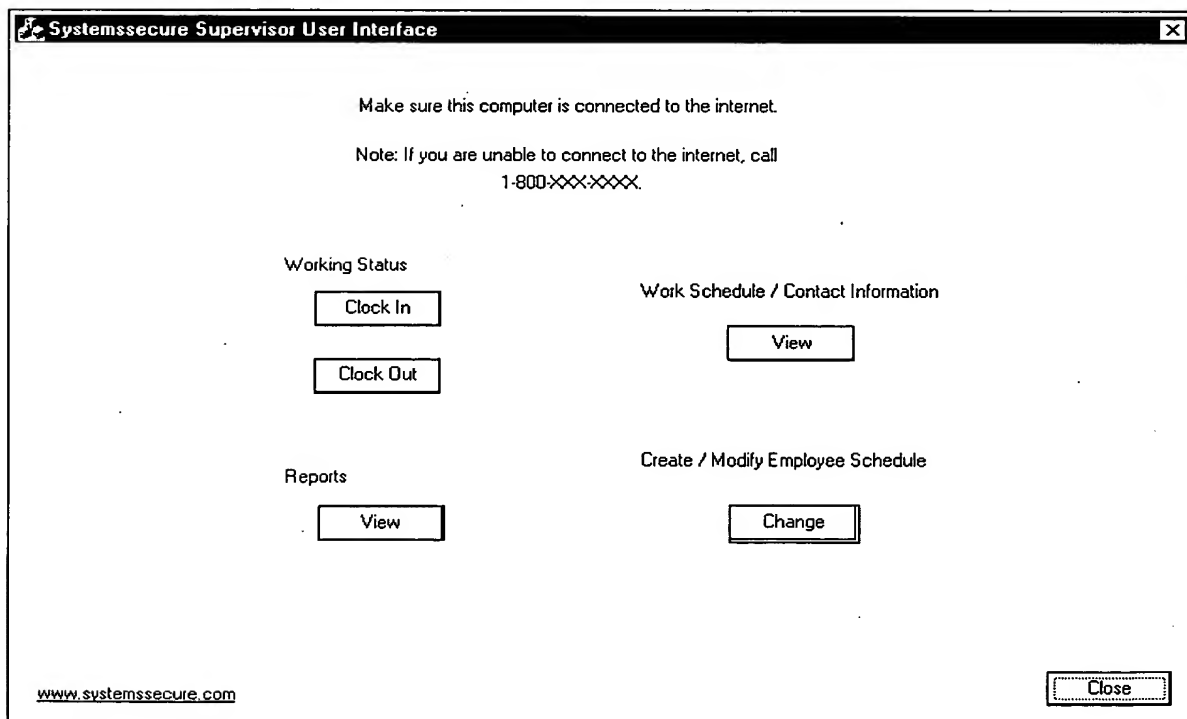
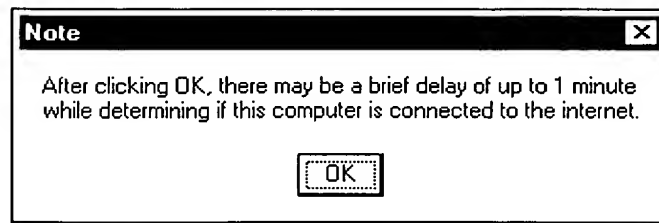
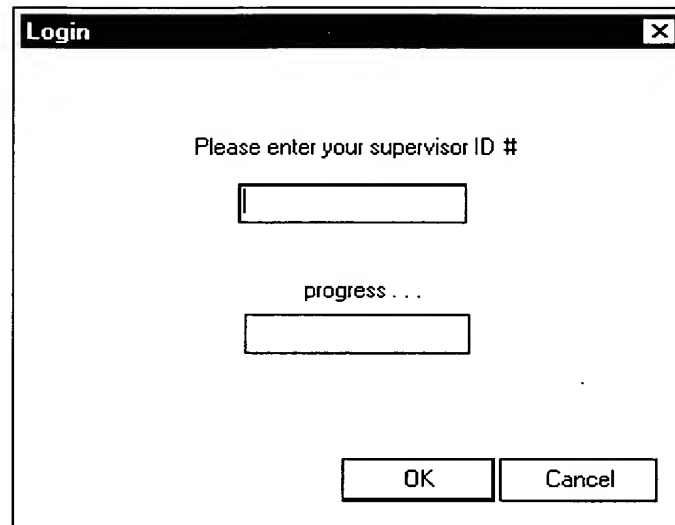
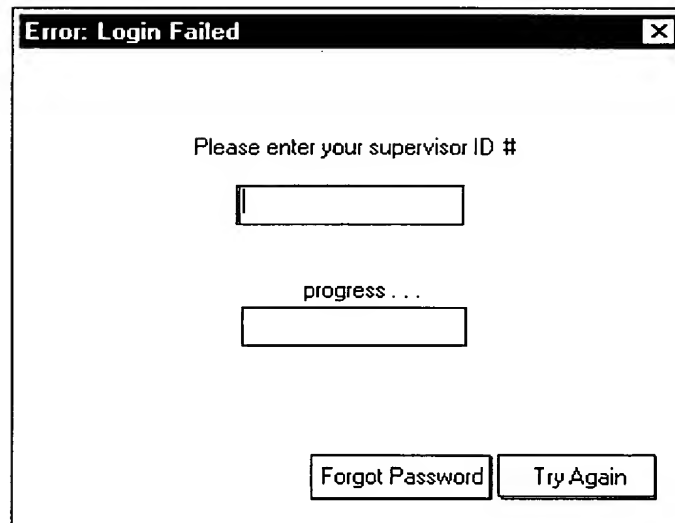


FIG. 31

**FIG. 32****FIG. 33****FIG. 34**

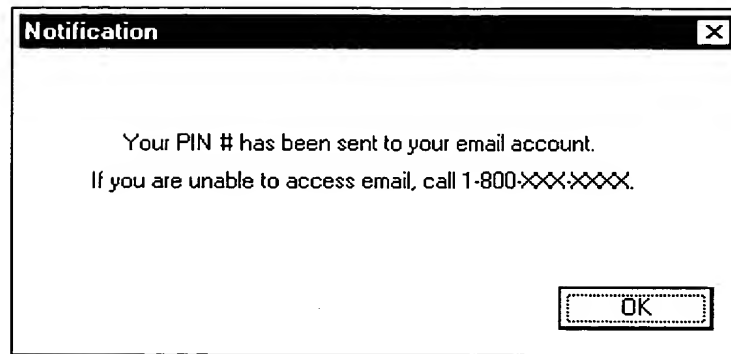


FIG. 35

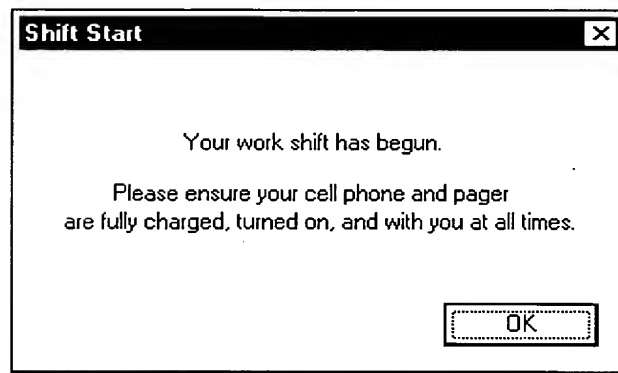


FIG. 36

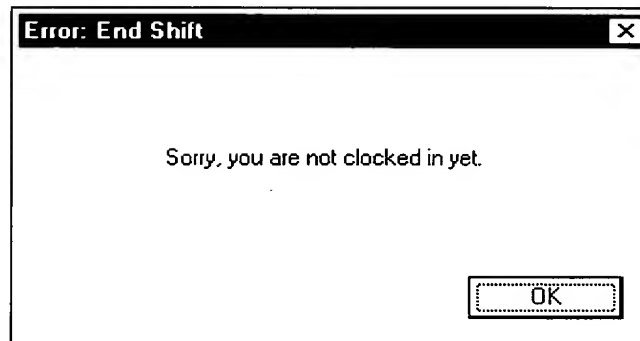


FIG. 37

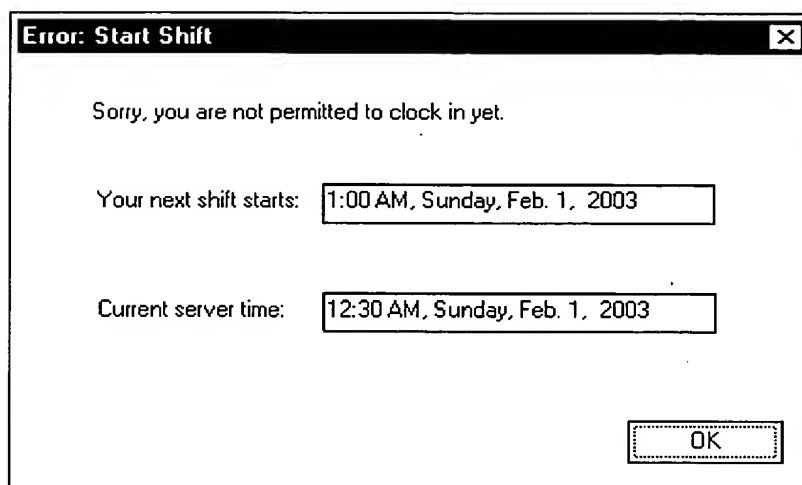


FIG. 38

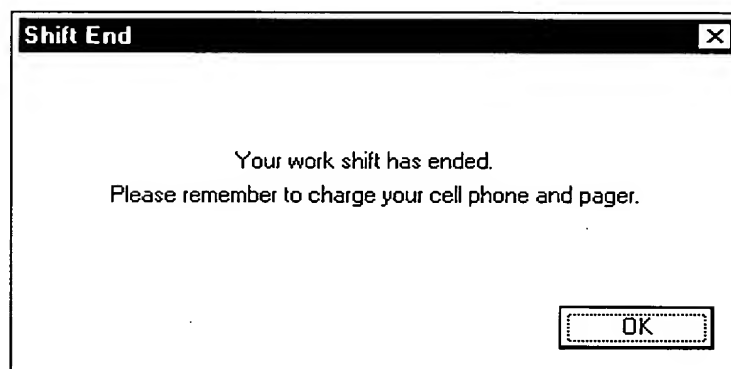


FIG. 39

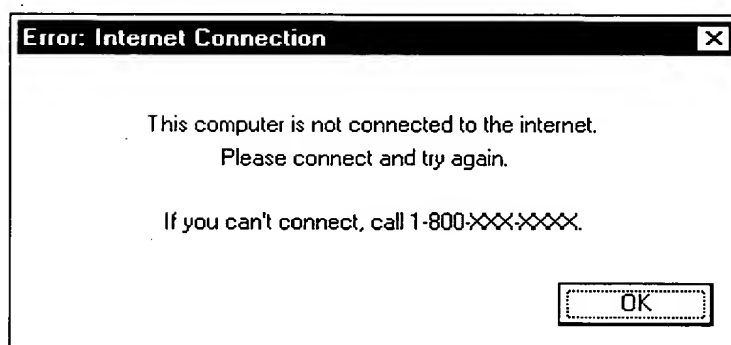


FIG. 40

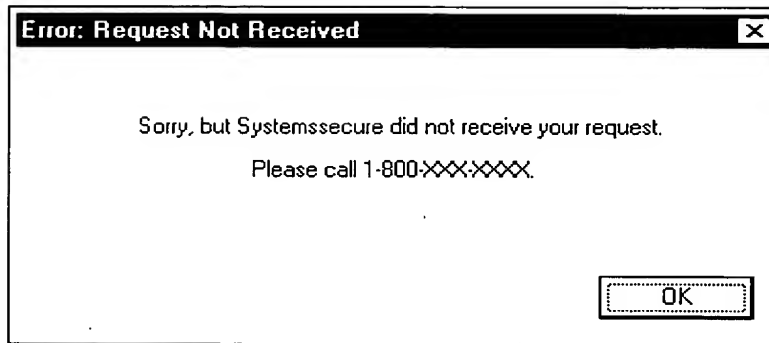


FIG. 41

Schedule & Contact Information

Contact Information

John Doe
supervisor
502-123-4567 (home)
502-987-6543 (cell)
doe@systemssecure.com

Herbie Hide
assistant supervisor
502-123-4567 (home)
502-987-6543 (cell)
hh@systemssecure.com

Fance Wilcom
technician
502-123-4567 (home)
502-987-6543 (cell)
wilcom@systemssecure.com

Mesh Neger
technician
502-123-4567 (home)
502-987-6543 (cell)
mneger@systemssecure.com

Lance Whitaker
technician
502-123-4567 (home)
502-987-6543 (cell)
lwhitaker@systemssecure.com

Note: This information is saved in your Systemssecure folder.

Print

Work Cell

85207 Phoenix - NW

Status ...

Redisplay Contact Information/Schedule

Schedule

Day	Date	Shift	Person
Thursday	Jan 1, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Friday	Jan 2, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Saturday	Jan 3, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Sunday	Jan 4, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Monday	Jan 5, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Tuesday	Jan 6, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Wednesday	Jan 7, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Thursday	Jan 8, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Friday	Jan 9, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Saturday	Jan 10, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Sunday	Jan 11, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Monday	Jan 12, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Tuesday	Jan 13, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Wednesday	Jan 14, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Thursday	Jan 15, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Friday	Jan 16, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Saturday	Jan 17, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Sunday	Jan 18, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Monday	Jan 19, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Tuesday	Jan 20, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Wednesday	Jan 21, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Thursday	Jan 22, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Friday	Jan 23, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Saturday	Jan 24, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Sunday	Jan 25, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Monday	Jan 26, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Tuesday	Jan 27, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Wednesday	Jan 28, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Thursday	Jan 29, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Friday	Jan 30, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker
Saturday	Jan 31, 2002	(midnight - 10am)	Fance Wilcom, (8am-4pm) Mesh Neger, (4pm-midnight) Lance Whitaker

Time: 1:03am
Day: Monday
Date: Jan 19, 2002

currently working: Fance Wilcom

Print

Note: This information is saved in your Systemssecure folder.

Close

FIG. 42

Feedback

Choose Report Parameters

Start Date
Thursday, June 15, 2000

End Date
Saturday, February 15, 2003

[Redisplay Report]

[Save]

Report

***** REPORT *****
85249-SE-Chandler - neighborhood
20:45:00 - 1/25/03 - time last updated

Wednesday, February 28, 2001
7 - Reference Number
plpl (Flance Wilcom) - technician
1:00am - technician arrived
1:23am - technician departed
replaced a faulty cable - reason for service
completely satisfied - customer rating
abodegh (No name given) - customerid

Thursday, January 30, 2003
8 - Reference Number
plolko (Lance Whitaker) - technician
6:31pm - technician arrived
6:35pm - technician departed
power cable unplugged - reason for service
satisfied - customer rating
bleubue (Lori Poi) - customerid

Friday, January 31, 2003
7 - Reference Number
abodegh (No name given) - customerid
completely satisfied - customer rating
Flance did an excellent job and I am very happy.
I love your company and you provide excellent customer service.

Friday, January 31, 2003
9 - Reference Number
plpl (Flance Wilcom) - technician
1:34am - technician arrived
1:53am - technician departed
download software to repair internet connection - reason for service
not satisfied - customer rating
khgxt (John) - customerid

[Close]

FIG. 43

Schedule

Change / Edit Schedule

Date: Sunday, June 15, 2003

Shift Start: 5:39:46 PM

Shift End: 5:39:46 PM

Employee: ** make selection **

Proposed Schedule
Add Selection
Remove Selection

Preview of proposed schedule

***** SCHEDULE *****
85249-SE-Chandler - neighborhood
Sat, 22 Feb 2003 19:15:49 - time schedule was last changed

Sunday, February 09, 2003	5:27:28 PM	6:27:28 PM	John Doe
Sunday, February 09, 2003	5:32:13 PM	5:32:14 PM	Herbie Hide
Sunday, February 09, 2003	5:52:36 PM	6:52:36 PM	Flance Wilcom
Saturday, February 22, 2003	9:13:50 PM	11:13:50 PM	Herbie Hide

Status ...

[Save To Server]

[Close]

FIG. 44

SystemsSecure

Welcome

[Interested in our service?](#)

[Customer login](#)

[Technician login](#)

[Interested in becoming a SystemSecure technician?](#)

[Supervisor login](#)

Copyright © 2002 Systems Secure. All rights reserved.

FIG. 45

SystemsSecure

Please enter the following information so that we can contact you about our services.

☐ Work ☐ Home

Name:

Address 1:

Address 2:

City:

State:

Zip:

Phone:

Email:

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 46

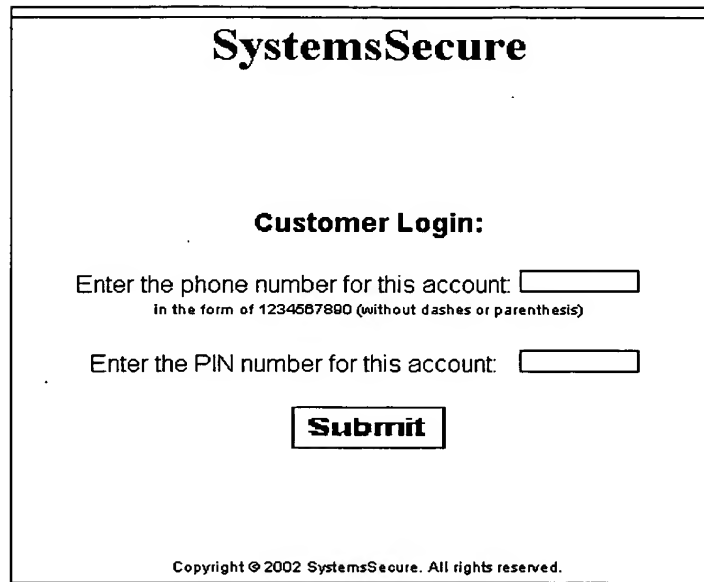
SystemsSecure

Thank you, your request has been received.

A representative will be contacting you shortly!

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 47



SystemsSecure

Customer Login:

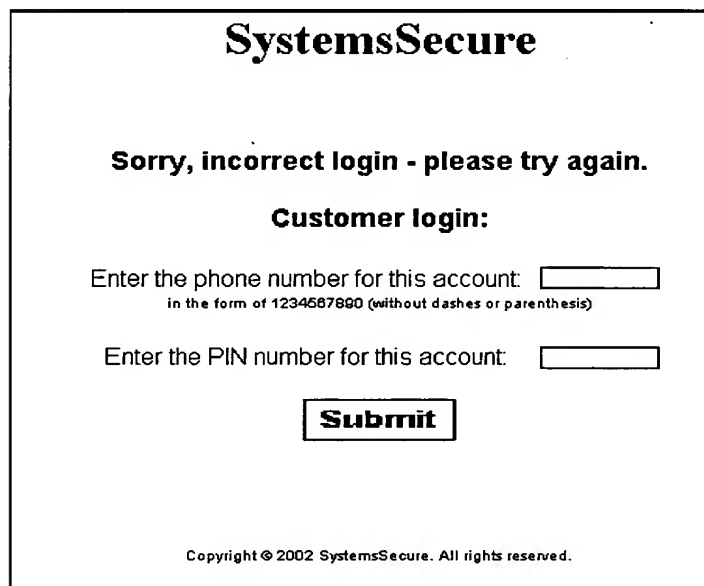
Enter the phone number for this account:
in the form of 1234567890 (without dashes or parenthesis)

Enter the PIN number for this account:

Submit

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 48



SystemsSecure

Sorry, incorrect login - please try again.

Customer login:

Enter the phone number for this account:
in the form of 1234567890 (without dashes or parenthesis)

Enter the PIN number for this account:

Submit

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 49

SystemsSecure

How can we help you?

☐ Interested in adding service to another location

☐ Moving

☐ Moving service to another computer

☐ Modify billing info

☐ Comments:

Submit

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 50

SystemsSecure

Thank you for your response

It will help us to continuously improve!

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 51

SystemsSecure

Technician login:

Enter the phone number for this account:
in the form of 1234567890 (without dashes or parenthesis)

Enter the PIN number for this account:

Submit

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 52

SystemsSecure

Sorry, incorrect login - please try again.

Technician login:

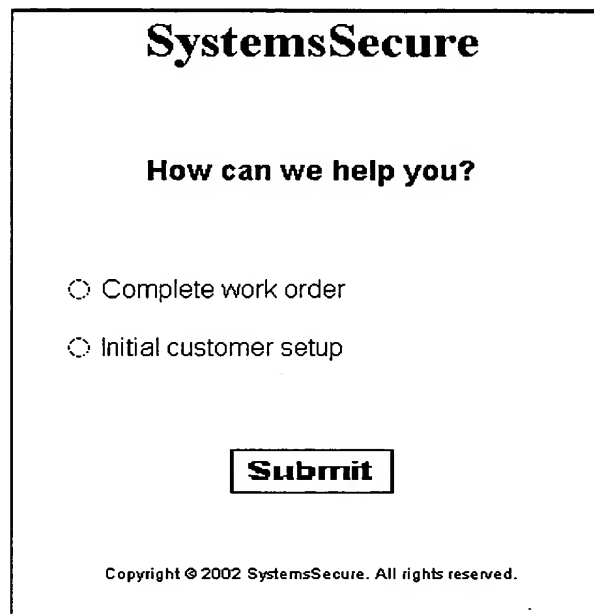
Enter the phone number for this account:
in the form of 1234567890 (without dashes or parenthesis)

Enter the PIN number for this account:

Submit

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 53



SystemsSecure

How can we help you?

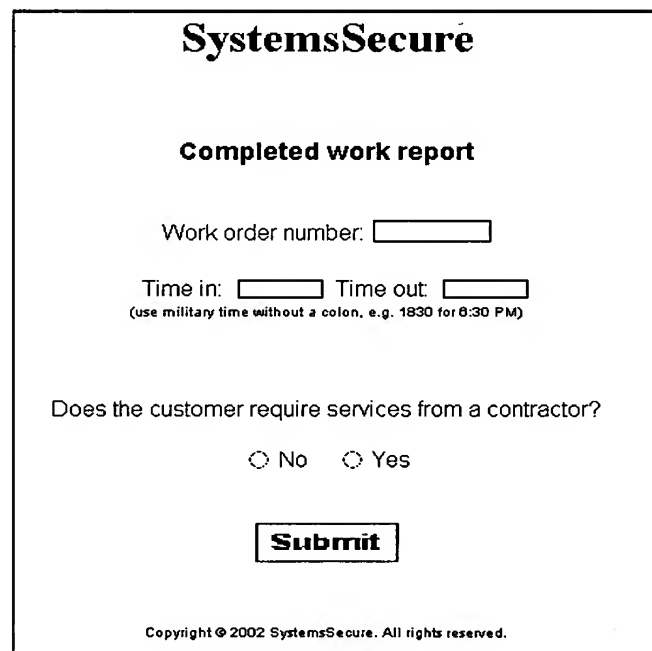
☐ Complete work order

☐ Initial customer setup

Submit

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 54



SystemsSecure

Completed work report

Work order number:

Time in: Time out:
(use military time without a colon, e.g. 1830 for 6:30 PM)

Does the customer require services from a contractor?

☐ No ☐ Yes

Submit

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 55

SystemsSecure

Incorrect work order number - please try again.

Completed work report

Work order number:

Time in: Time out:
(use military time without a colon, e.g. 1830 for 6:30 PM)

Does the customer require services from a contractor?

☐ No ☐ Yes

Submit

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 56

SystemsSecure

Find a contractor

☐ Commercial ☐ Residential

select one... ▼

select one...
Communications
Computer/Network
Electrician
Security

Submit

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 57

SystemsSecure

Please help us improve with feedback on our service:

Enter your customer number

☐ Completely satisfied ☐ Satisfied ☐ Unsatisfied

Submit

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 58

SystemsSecure

Incorrect customer login - please try again.

Please help us improve with feedback on our service:

Enter your customer number

☐ Completely satisfied ☐ Satisfied ☐ Unsatisfied

Submit

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 59

A rectangular box representing a screen. At the top, the text "SystemsSecure" is centered. Below it, "Thanks for using our service!" is centered. At the bottom, "Copyright © 2002 SystemsSecure. All rights reserved." is centered.

SystemsSecure

Thanks for using our service!

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 60

A rectangular box representing a screen. At the top, the text "SystemsSecure" is centered. Below it, a bold instruction reads: "This page should only be filled out by the customer, not the technician." Underneath, a prompt says: "Please enter your customer information:". This is followed by a list of labels and input fields: "Name:" with a long box; "Address 1:" with a long box; "Address 2:" with a long box; "City:" with a long box; "State / Province:" with a short box; "Zip / Postal Code:" with a short box; "Phone:" with a long box, followed by "(no dashes or parentheses):"; "Email:" with a long box; "Credit Card number" with a long box, followed by "(no spaces or dashes):"; and "Expiration" with a short box, followed by "(month year, no spaces):". Below these fields is a "Submit" button. At the bottom, "Copyright © 2002 SystemsSecure. All rights reserved." is centered.

SystemsSecure

This page should only be filled out by the customer, not the technician.

Please enter your customer information:

Name:

Address 1:

Address 2:

City:

State / Province:

Zip / Postal Code:

Phone:
(no dashes or parentheses):

Email:

Credit Card number
(no spaces or dashes):

Expiration
(month year, no spaces):

Submit

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 61

SystemsSecure

Thank you for your purchase.

[Download the software](#)

Note: Your customer number will be emailed to you after the download is complete.

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 62

SystemsSecure

Sorry, we are having trouble processing your credit card, please re-enter.

This page should only be filled out by the customer, not the technician.

Please enter your customer information:

Name:	<input type="text"/>
Address 1:	<input type="text"/>
Address 2:	<input type="text"/>
City:	<input type="text"/>
State / Province:	<input type="text"/>
Zip / Postal Code:	<input type="text"/>
Phone: (no dashes or parentheses):	<input type="text"/>
Email:	<input type="text"/>
Credit Card number (no spaces or dashes):	<input type="text"/>
Expiration (month year, no spaces):	<input type="text"/>

Submit

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 63

SystemsSecure

Please enter the following information to be contacted about possible employment.

Name:

Address 1:

Address 2:

City:

State:

Zip:

Phone:

Email:

Please briefly describe your low-voltage systems background:

Submit

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 64

SystemsSecure

Supervisor login:

Enter the phone number for this account:
in the form of 1234567890 (without dashes or parenthesis)

Enter the PIN number for this account:

Submit

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 65

SystemsSecure

Sorry, incorrect login - please try again.

Supervisor login:

Enter the phone number for this account:
in the form of 1234567890 (without dashes or parenthesis)

Enter the PIN number for this account:

Submit

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 66

SystemsSecure

Please enter your information to setup your account.

Name:

Address 1:

Address 2:

City:

State:

Zip:

Cell Phone:

Home Phone:

Pager:

Email:

Submit

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 67

SystemsSecure

Welcome to the SystemSecure team!

[Download the software](#)

Note: Your PIN number will be emailed to you after the download is complete.

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 68

SystemsSecure

Use this page to change your customer information:

	<u>Current:</u>	<u>Revised:</u>
Name:	Scott Kaplan	<input type="text"/>
Address 1:	123 Wild Street	<input type="text"/>
Address 2:	Apt. 215	<input type="text"/>
City:	Phoenix	<input type="text"/>
State / Province:	AZ	<input type="text"/>
Zip / Postal Code:	85032	<input type="text"/>
Primary Phone (no dashes or parenthesis):	1234567890	<input type="text"/>
Secondary Phone:	2345678901	<input type="text"/>
Email:	scottk@yahoo.com	<input type="text"/>
Credit Card (no spaces or dashes):	ending in: 00031234	<input type="text"/>
Expiration (month/year):	0203	<input type="text"/>

Submit

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 69



FIG. 70

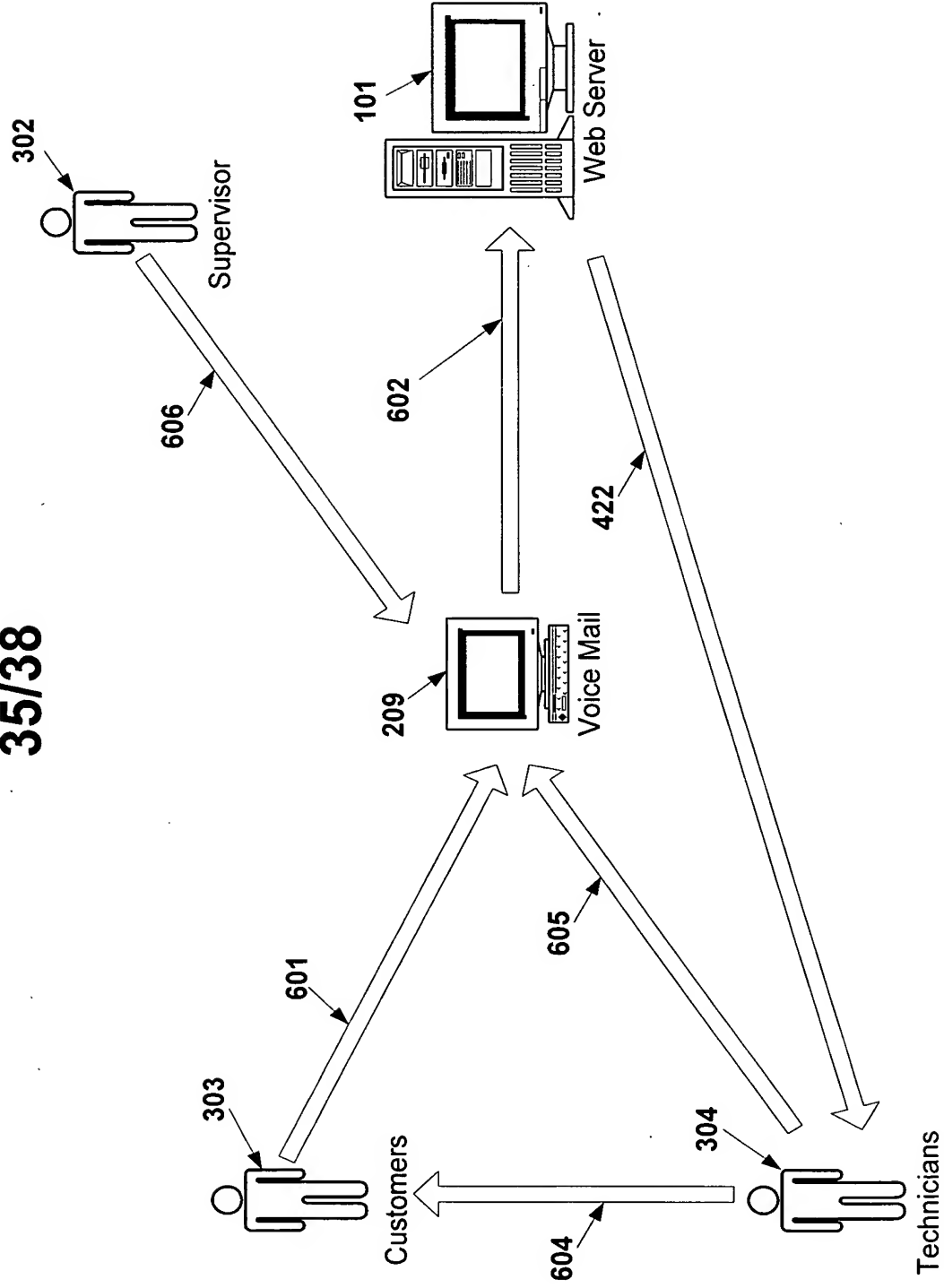


FIG. 71

36/38

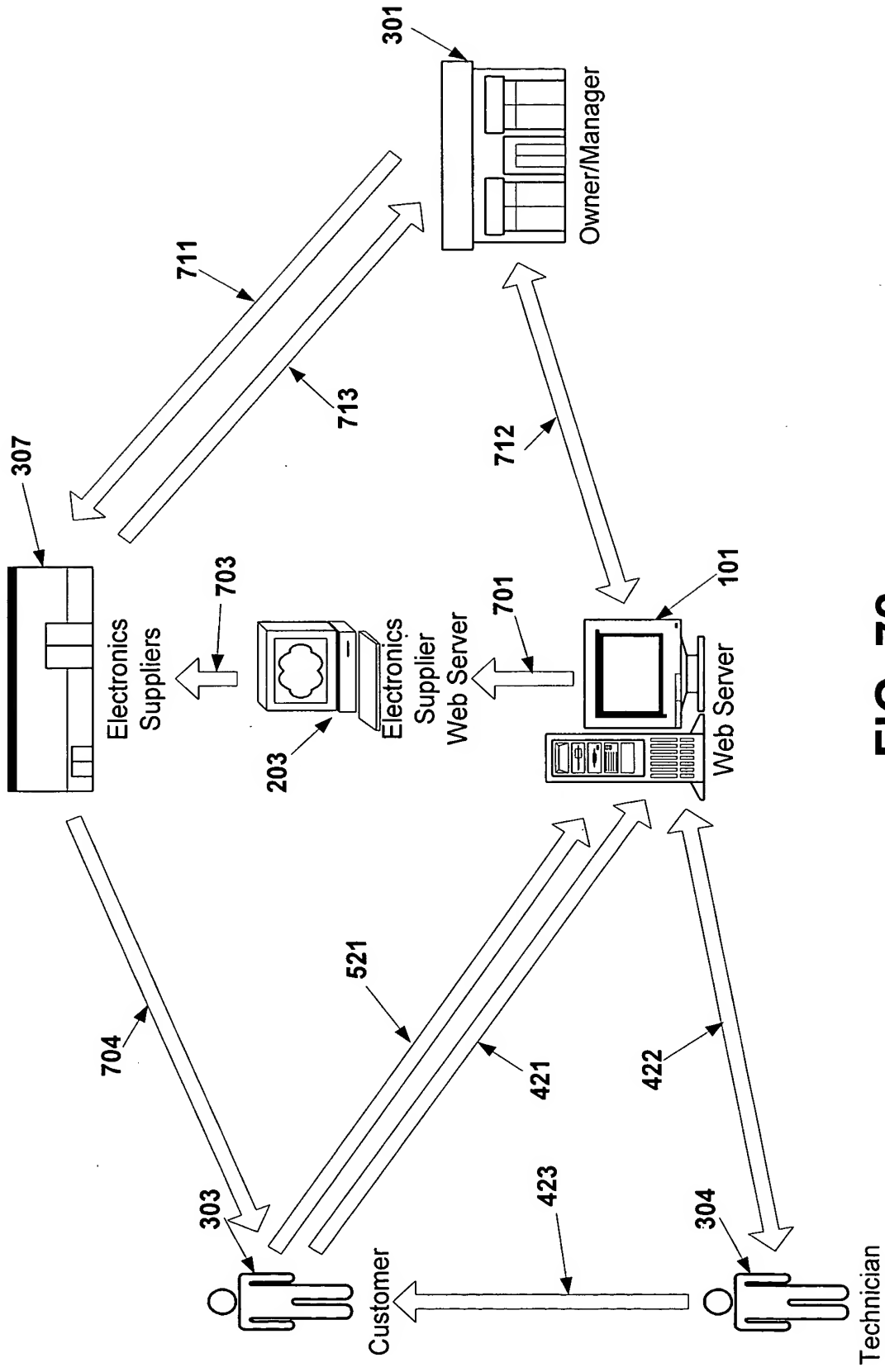


FIG. 72

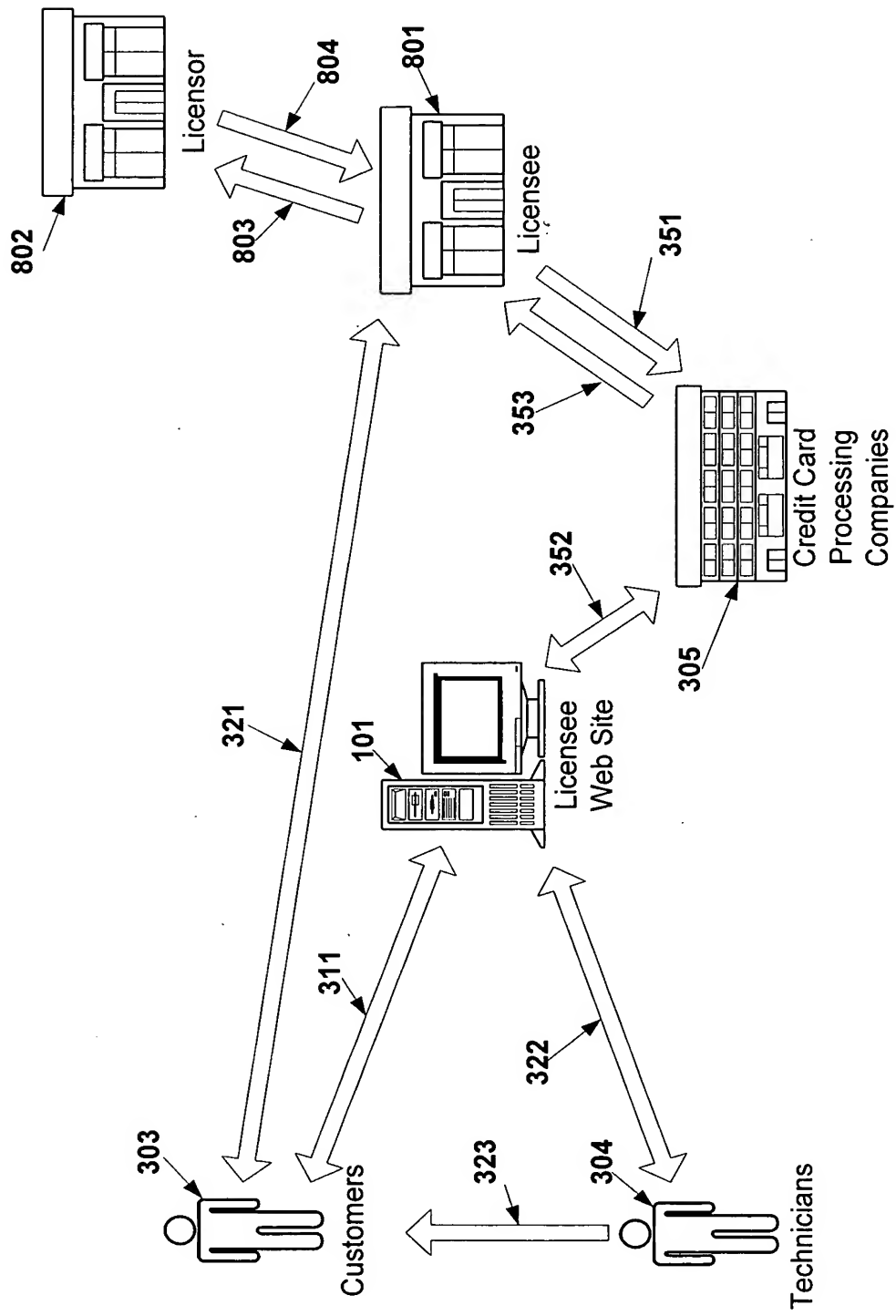


FIG. 73

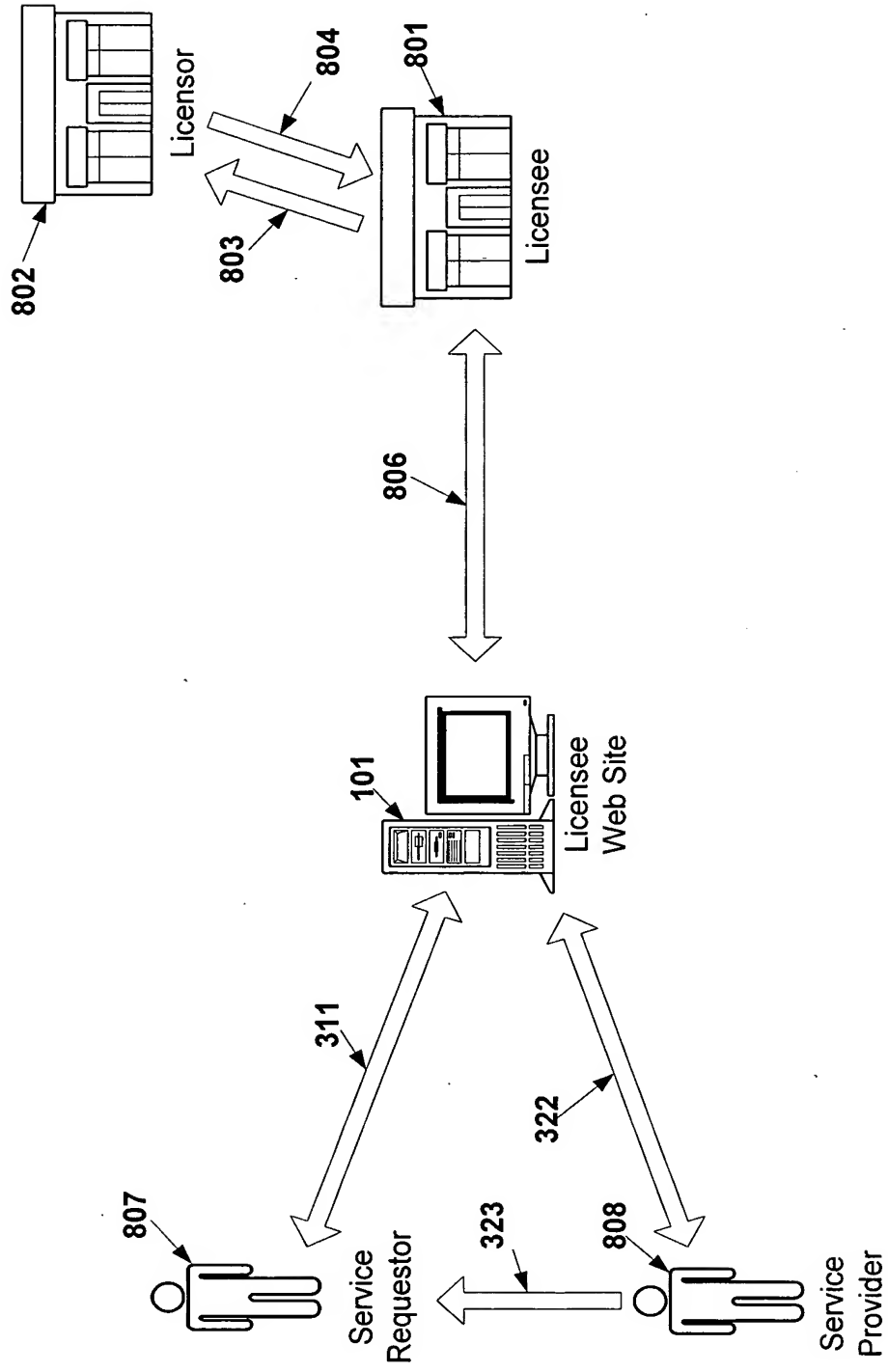


FIG. 74